

ABSTRACT

A telephony system (100) includes a user device (110, 130) configured to enable a user of the telephony system (100) to place and receive telephone calls, and a service node (180, 185) configured to communicate with the user device (110, 130) and to thereby provide the user with an automated voice interface to the telephony system (100) upon the user's initiating access to the telephony system (100) via the user device (110, 130). The automated voice interface permits the user to verbally specify a desired objective corresponding to any one of a number of predefined objectives, the predefined objectives including directory assisted call placement and at least one form of information retrieval. Upon receiving the desired objective from the user, the service node (180, 185) acts to implement the desired objective.